

**RELOCATION
ASSISTANCE
PROGRAM**



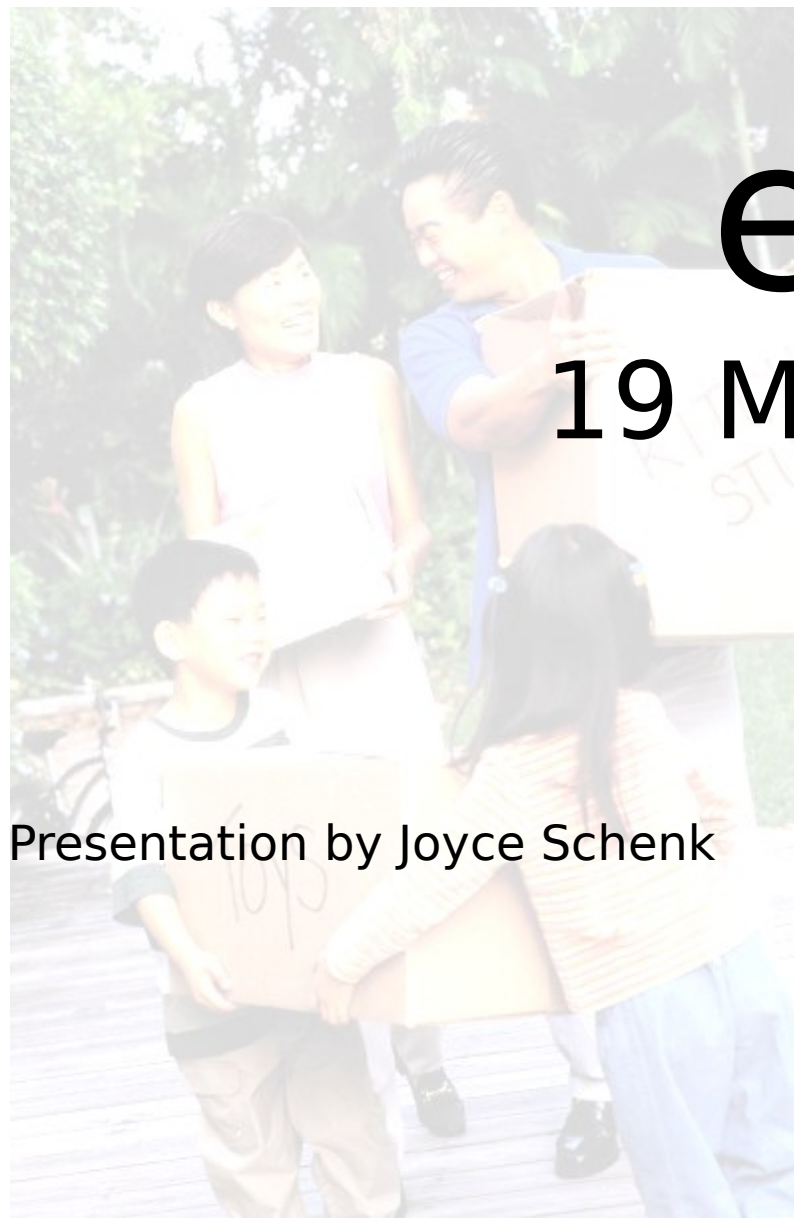
Moving Made Easy

13th Annual Joint Services/Agency/ERC National Relocation Conference

eSAT

19 May 2011
1100

Presentation by Joyce Schenk





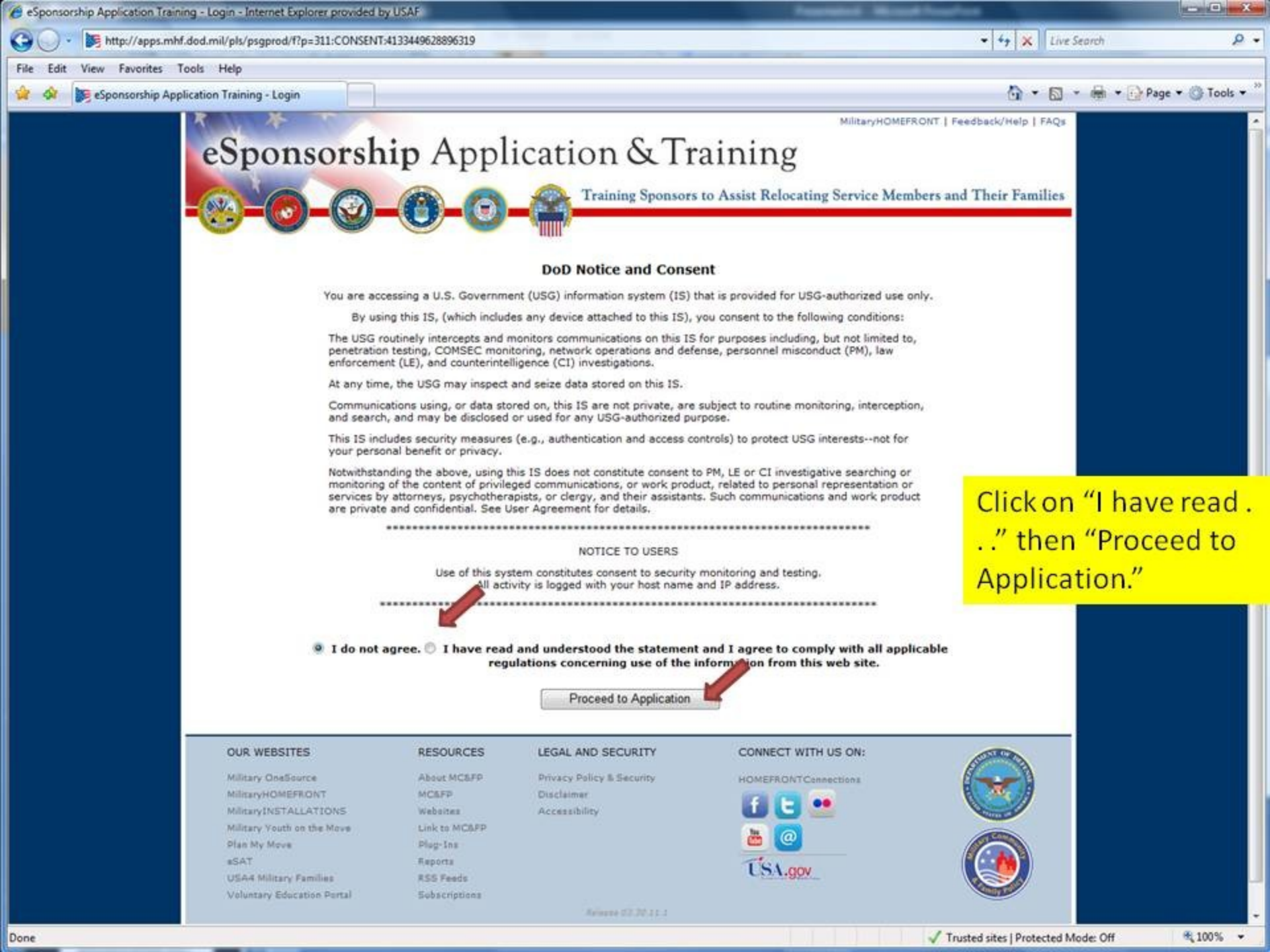
eSponsorship Application & Training (eSAT) Agenda

- What's Included in eSAT
- Implementing Your eSAT Program
- Promoting eSAT
- Supporting Unit Leaders
- Supporting Sponsors
- Supporting Newcomers
- Above and Beyond



What's Included in eSAT

- On-line Training
 - User Guide
 - Registration
 - Printable Certificate
- Useful Links
- Sample Tools



eSponsorship Application & Training

Training Sponsors to Assist Relocating Service Members and Their Families

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Plan My Move
eSAT
USA4 Military Families
Voluntary Education Portal

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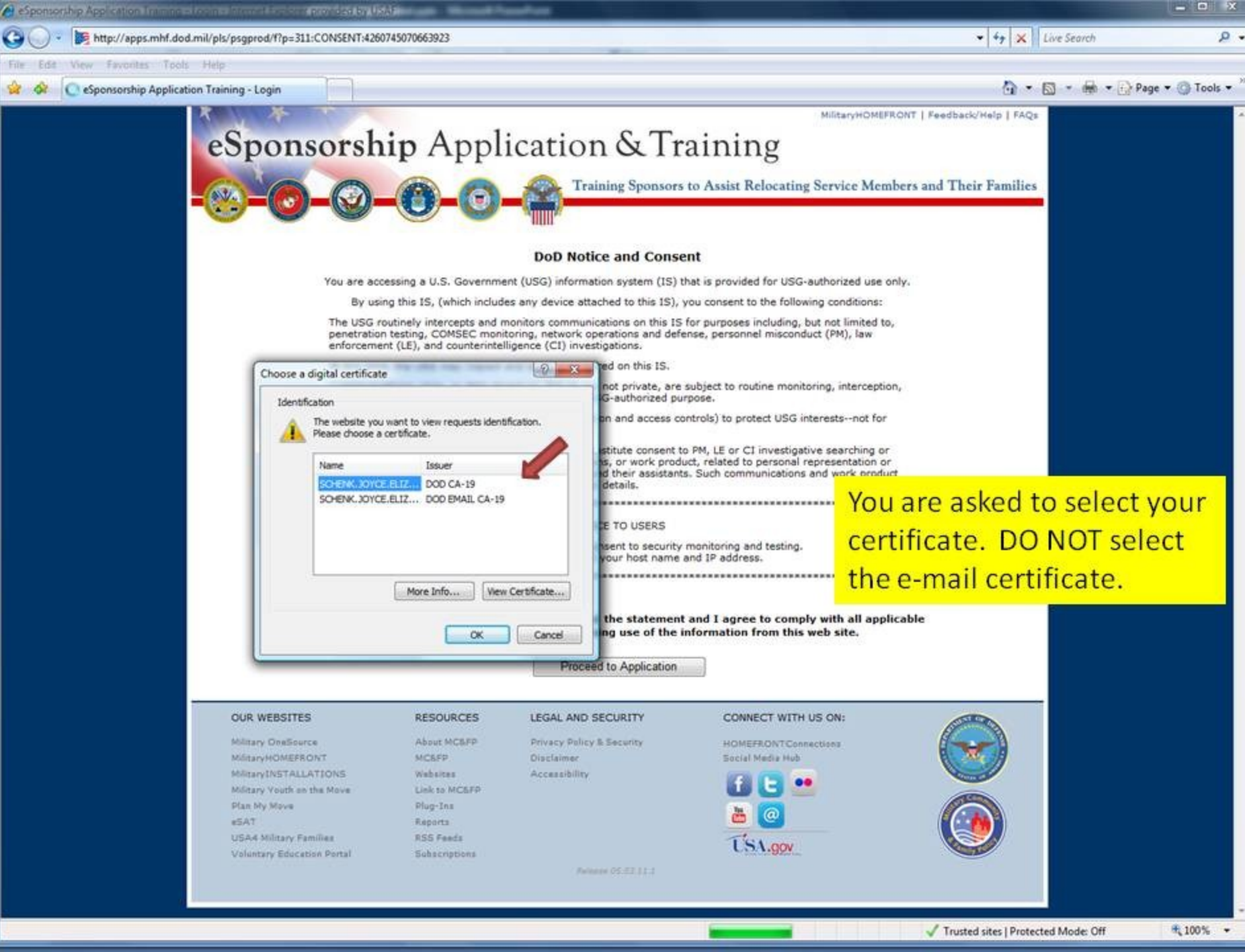
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Choose a digital certificate

Identification

The website you want to view requests identification. Please choose a certificate.

Name	Issuer
SOENK.JOYCE.ELIZ...	DOD CA-19
SOENK.JOYCE.ELIZ...	DOD EMAIL CA-19

More Info...

View Certificate...

OK

Cancel

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You are asked to select your certificate. DO NOT select the e-mail certificate.

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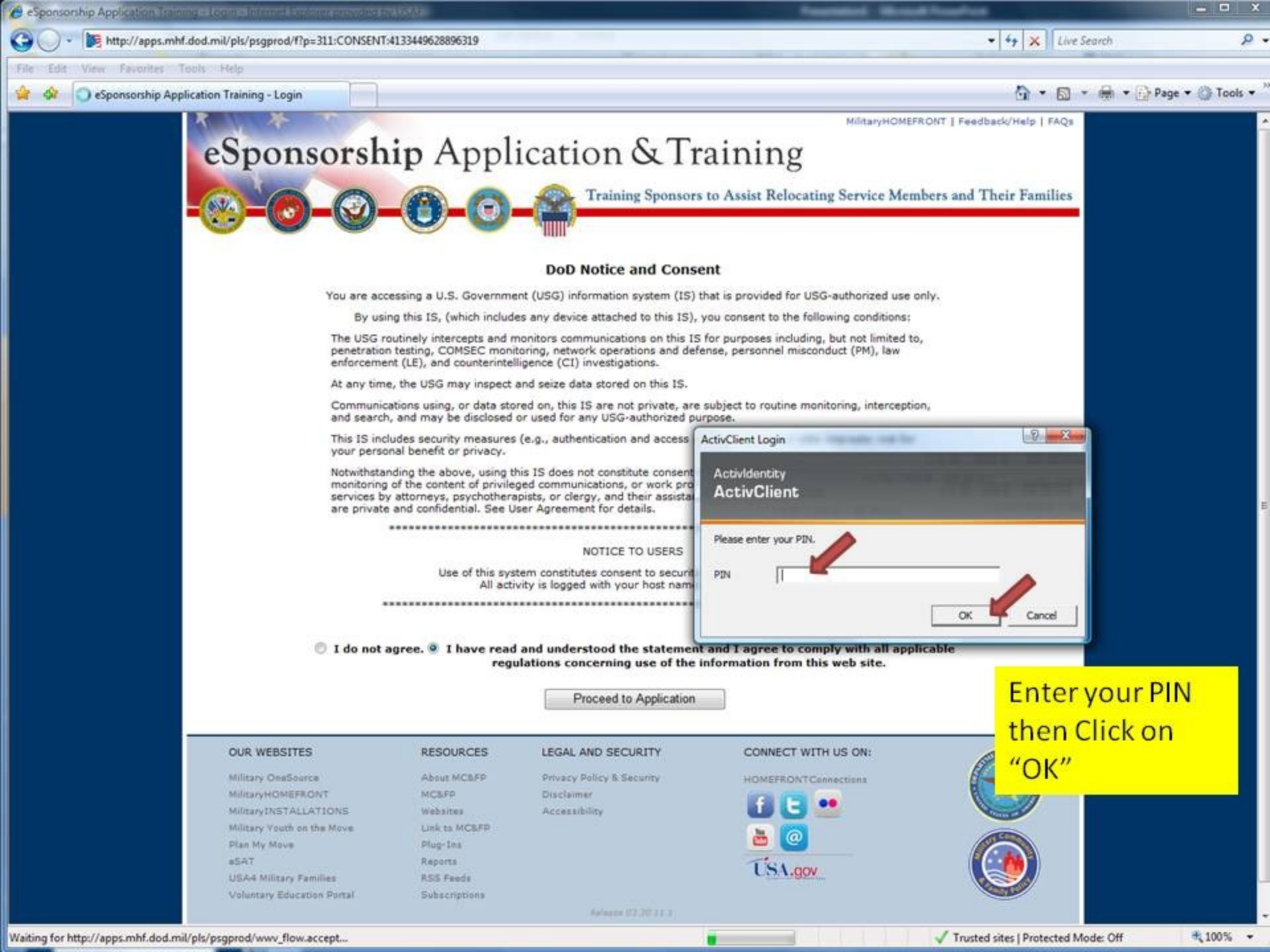
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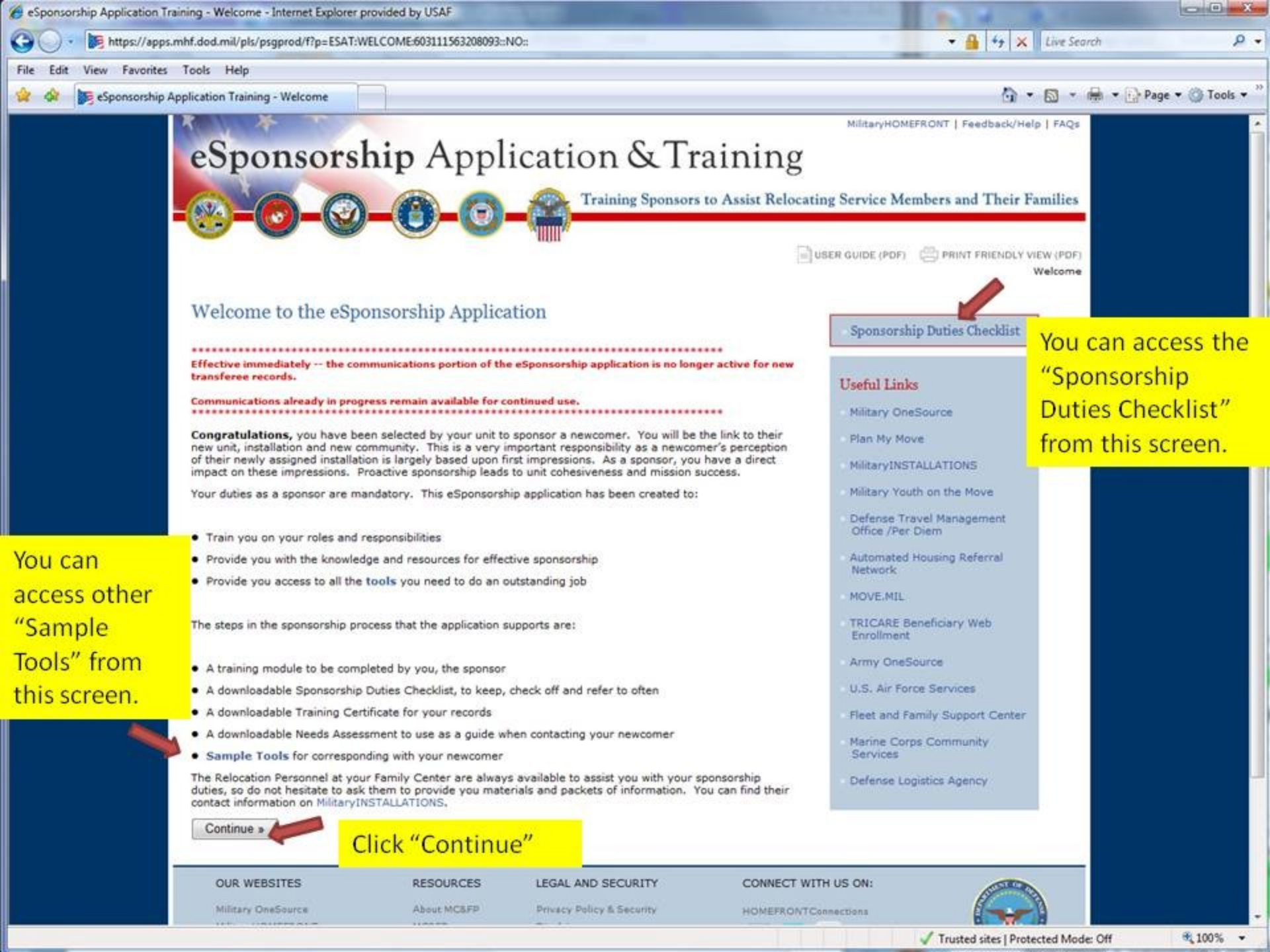
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Enter your PIN
then Click on
"OK"



eSponsorship Application & Training

Training Sponsors to Assist Relocating Service Members and Their Families

USER GUIDE (PDF) PRINT FRIENDLY VIEW (PDF)

Welcome

Welcome to the eSponsorship Application

Effective immediately -- the communications portion of the eSponsorship application is no longer active for new transferee records.

Communications already in progress remain available for continued use.

Congratulations, you have been selected by your unit to sponsor a newcomer. You will be the link to their new unit, installation and new community. This is a very important responsibility as a newcomer's perception of their newly assigned installation is largely based upon first impressions. As a sponsor, you have a direct impact on these impressions. Proactive sponsorship leads to unit cohesiveness and mission success.

Your duties as a sponsor are mandatory. This eSponsorship application has been created to:

- Train you on your roles and responsibilities
- Provide you with the knowledge and resources for effective sponsorship
- Provide you access to all the tools you need to do an outstanding job

The steps in the sponsorship process that the application supports are:

- A training module to be completed by you, the sponsor
- A downloadable Sponsorship Duties Checklist, to keep, check off and refer to often
- A downloadable Training Certificate for your records
- A downloadable Needs Assessment to use as a guide when contacting your newcomer
- Sample Tools for corresponding with your newcomer

The Relocation Personnel at your Family Center are always available to assist you with your sponsorship duties, so do not hesitate to ask them to provide you materials and packets of information. You can find their contact information on MilitaryINSTALLATIONS.

Continue »

Sponsorship Duties Checklist

Useful Links

- Military OneSource
- Plan My Move
- MilitaryINSTALLATIONS
- Military Youth on the Move
- Defense Travel Management Office /Per Diem
- Automated Housing Referral Network
- MOVE.MIL
- TRICARE Beneficiary Web Enrollment
- Army OneSource
- U.S. Air Force Services
- Fleet and Family Support Center
- Marine Corps Community Services
- Defense Logistics Agency

Click "Continue"

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https://apps.mhf.dod.mil/pls/psgprod/f?p=ESAT:TOOLS:603111563208093

Live Search

eSponsorship Application Training - Transferee L...

MilitaryHOMEFRONT | Feedback/Help | FAQs

eSponsorship Application & Training



Training Sponsors to Assist Relocating Service Members and Their Families

 [USER GUIDE \(PDF\)](#)  [PRINT FRIENDLY VIEW \(PDF\)](#)

Welcome » Sponsor Registration » Sponsor Training » Sponsor Training Feedback » Training Certification » Tools

Tools

The resources on this page are designed as examples of correspondence/tools you might use during the sponsorship process. They are easy to use. Follow these instructions:

- Download and save to your computer
- Edit to meet your needs
- Use in an email, or
- Send as an attachment(s) to an email

Initial Email Message

- Sample -- Congratulations on your new assignment email message

Newcomer Needs Assessments

- A short questionnaire to be used over the phone.
- A fillable form for email purposes.

Sample -- Welcome Letters

United States Army

- Single Service Member Moving - CONUS or Overseas
- Military Moving with Children - CONUS or Overseas
- Dual Military Moving - CONUS or Overseas
- Moving with a Special Needs Family Member - CONUS or Overseas
- Civilian Moving with Children - CONUS or Overseas
- Single Civilian Moving - CONUS or Overseas

United States Marine Corps

- Single Service Member Moving - CONUS or Overseas
- Military Moving with Children - CONUS or Overseas
- Dual Military Moving - CONUS or Overseas

Sponsorship Duties Checklist

Useful Links

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- Plan My Move
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- Military Youth on
- Defense Travel Office /Per Diem
- Automated Housing Network
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- TRICARE Beneficiary Enrollment
- Army OneSource
- U.S. Air Force Services
- Fleet and Family
- Marine Corps Community Services
- Defense Logistics Agency

By going to the "Sample Tools" from the Welcome screen or "Tools" from the Registration screen or Congratulations screen, you get to all these sample initial contact and welcome letters/e-mails and the needs assessments (continued on next slide)

Sample welcome letters (e-mails) based on family situation and CONUS/OCONUS

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- Single Service Member Moving - CONUS or Overseas
- Military Moving with Children - CONUS or Overseas
- Dual Military Moving - CONUS or Overseas
- Moving with a Special Needs Family Member - CONUS or Overseas
- Civilian Moving with Children - CONUS or Overseas
- Single Civilian Moving - CONUS or Overseas

United States Air Force

- Single Service Member Moving - CONUS or Overseas
- Military Moving with Children - CONUS or Overseas
- Dual Military Moving - CONUS or Overseas
- Moving with a Special Needs Family Member - CONUS or Overseas
- Civilian Moving with Children - CONUS or Overseas
- Single Civilian Moving - CONUS or Overseas

United States Navy

- Single Service Member Moving - CONUS or Overseas
- Military Moving with Children - CONUS or Overseas
- Dual Military Moving - CONUS or Overseas
- Moving with a Special Needs Family Member - CONUS or Overseas
- Civilian Moving with Children - CONUS or Overseas
- Single Civilian Moving - CONUS or Overseas

Defense Logistics Agency

- Single Moving within CONUS
- Single Moving Overseas
- Married Moving CONUS
- Married Moving Overseas
- Moving with a Special Needs Family Member

Additional websites and resources available in blue box on right above (previous slide) or here.

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Sponsor Checklist



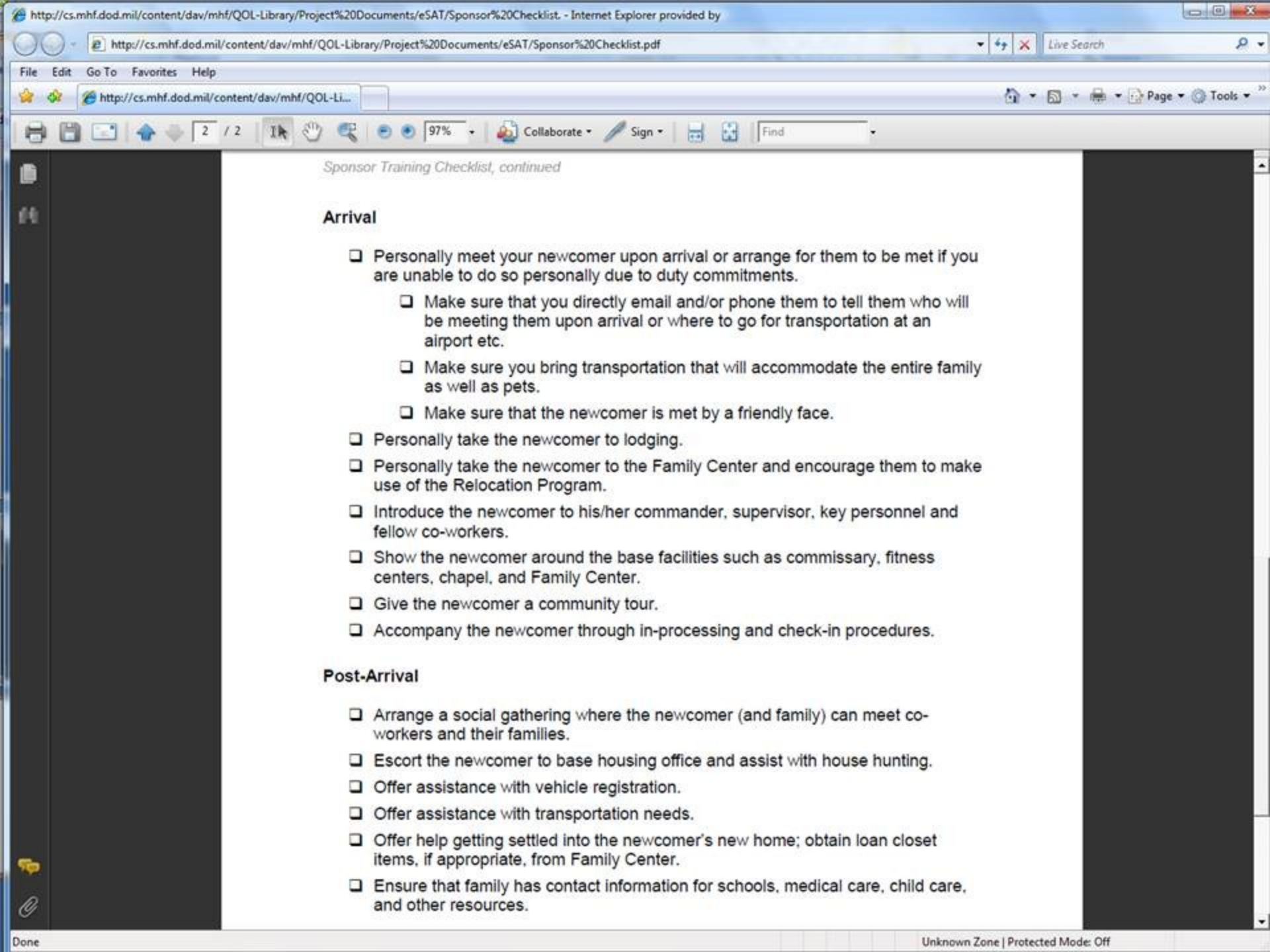
This is the download-able "Sponsor Checklist". (continued on next slide)

Sponsorship is a vital component of the mobile military lifestyle. Relocating is a very stressful experience for both the service member and their family. Your role as a Sponsor will help smooth the way for a quick and efficient transition to the new location and the new job.

The following Sponsorship Duties Checklist will help you successfully execute your duties as a Sponsor. Please keep it handy and review it often as you work through the sponsorship process. The checklist is divided into Pre-Arrival, Arrival, and Post-Arrival tasks.

Pre-Arrival

- ☐ Complete Sponsor Training at <http://apps.mhf.dod.mil/esat>
- ☐ Contact the newcomer via phone or email to say hello and explain the sponsorship process.
- ☐ Ask questions about the newcomer needs and family needs. You might consider sending the needs assessment questions (downloadable from the eSAT tools) to the newcomer via email or use it as a guide for you phone conversation(s).
- ☐ Compose and send a welcome letter based on the newcomer's needs and your unit's procedures. You should consider using the draft letters in the eSAT tools as a guide.
- ☐ Make temporary lodging arrangements for the newcomer and family and communicate details by personal email or phone.
- ☐ Arrange a post office box for newcomer and communicate details by personal email or phone.
- ☐ Brief supervisor about sponsorship process details and if there are any problems that have been encountered.



Sponsor Training Checklist, continued

Arrival

- ☐ Personally meet your newcomer upon arrival or arrange for them to be met if you are unable to do so personally due to duty commitments.
 - ☐ Make sure that you directly email and/or phone them to tell them who will be meeting them upon arrival or where to go for transportation at an airport etc.
 - ☐ Make sure you bring transportation that will accommodate the entire family as well as pets.
 - ☐ Make sure that the newcomer is met by a friendly face.
- ☐ Personally take the newcomer to lodging.
- ☐ Personally take the newcomer to the Family Center and encourage them to make use of the Relocation Program.
- ☐ Introduce the newcomer to his/her commander, supervisor, key personnel and fellow co-workers.
- ☐ Show the newcomer around the base facilities such as commissary, fitness centers, chapel, and Family Center.
- ☐ Give the newcomer a community tour.
- ☐ Accompany the newcomer through in-processing and check-in procedures.

Post-Arrival

- ☐ Arrange a social gathering where the newcomer (and family) can meet co-workers and their families.
- ☐ Escort the newcomer to base housing office and assist with house hunting.
- ☐ Offer assistance with vehicle registration.
- ☐ Offer assistance with transportation needs.
- ☐ Offer help getting settled into the newcomer's new home; obtain loan closet items, if appropriate, from Family Center.
- ☐ Ensure that family has contact information for schools, medical care, child care, and other resources.



Implementing Your eSAT Program

- Understand eSAT
 - You are the “Expert”
 - Take the training
<http://apps.mhf.dod.mil/esat>
 - Be familiar with: training, websites & resources
- Coordination
 - Base INTRO Monitor
 - Military & Civilian Personnel
 - Set implementation date



Implementing Your eSAT Program

- Set Up Unit Leader Training
 - Include all players
 - Have several times available
 - Selling eSAT – What's In It For ME?

eSponsorship Application & Training



UNIT INTRO PROGRAM MANAGER'S ESAT TRAINING

27 JULY 2010, 1130 – 1230, BLDG 52 RM 1312

PIZZA & DRINK PROVIDED

COURTESY OF THE ARMED SERVICES YMCA

PURPOSE: To bring FSS, A&FRC and units together to discuss the current INTRO program process

GOAL: To collaboratively come up with ideas and solutions to improve our sponsorship/newcomers program.

REFERENCES: AFI36-2103, Individualized Newcomer Treatment And Orientation (INTRO) Program; AETCI36-2104, the AETC Sponsorship Program; AFCSM 36-699 V1, Air Force Computer Systems Manual





Implementing Your eSAT Program

- What's In It For ME – Relocation Personnel
 - Time presenting Sponsor Training classes
 - Time spend building training packages
 - Record keeping
 - More interaction with base/unit INTRO Monitors
 - Reports



Implementing Your eSAT Program

- What's In It For ME – Commanders
 - Time attending Sponsor Training classes
 - Speeds up the process – no waiting
 - Shift Workers
 - Don't have to leave workplace
 - Start/continue while TDY/deployed
 - Reports
 -



Implementing Your eSAT Program

- What's In It For ME – Unit Leaders
 - No scheduling for Sponsor Training classes
 - Speeds up the process – no waiting
 - Shift Workers/TDY/deployed
 - Reports - Can check to see if sponsor trained
 -



Promoting eSAT

- Utilize all marketing avenues
 - Your newsletter/calendar
 - Your website/Facebook
 - Business cards
- Other Appropriate Programs
 - Newcomer Program
 - Key Spouse Program
- Commander's Calls/Unit Visits



Supporting Unit Leaders

- Initial Training
 - Expect some hesitation
 - Be ready to answer lots of questions
 - Know when to refer
 - DIMS access
- Be Available
 - Answer e-mails/calls in a timely manner
 - Available to do one-on-one



Supporting Sponsors

- Be available
 - Answer questions/provide training
 - Electronic documents
 - Provide information when requested
- Recognize Them
 - E-mail, Certificate, Website, etc.



Supporting Newcomers

- Non-Students
 - Work closely with Personnel and unit
 - Follow-up
 - Provide information when requested
- Students
 - Work w/Personnel and Unit to get sponsor
 - Send sponsor package if no unit
 - Be their POC and follow-up until assigned sponsor

**RELOCATION
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Moving Made Easy

Questions?



Above and Beyond

What have you done that you consider
Above & Beyond?